

***CMS Net***

# **Send Correspondence**

**CMS Net User Guide and Reference**  
**Send Correspondence**  
**Table of Contents**

---

<i>Send Correspondence</i>	<i>i</i>
<i>Send Correspondence</i>	<i>ii</i>
<i>Table of Contents</i>	<i>ii</i>
<i>Send Correspondence</i>	<b>3</b>
Send Correspondence	<b>3</b>
Identify Patient	<b>4</b>
Select Option	<b>5</b>
Select Letter	<b>5</b>
Send Correspondence Field Descriptions	<b>6</b>
Carbon Copies	<b>9</b>
Carbon Copy Field Descriptions	<b>10</b>
Action Menu	<b>12</b>
Branch Menu	<b>13</b>

## Send Correspondence

---

### Send Correspondence

This section outlines the steps to send correspondence. Some letters are system generated in other options, and some have to be generated from this option.

---

### Steps to Access Send Correspondence

Step	Action
1	Type “EV” for <i>Event Tracking</i> in upper case.
2	Press <Enter>.
3	Type “C” for <i>Correspondence</i> in upper case.
4	Press <Enter>.

---

*Continued on next page*

## CMS Net User Guide and Reference Send Correspondence, continued

---

### Identify Patient

After pressing <Enter>, the Patient Identification Screen, CMSPI-10 appears:

---

CMSNET	PATIENT IDENTIFICATION FOR: CORRESPONDENCE	CMSPI-10
Enter one of the following identifiers:		
CCS Number:		
Pt Name:		
Birthdate:	Gender:	
Client Index Number:		
Social Security Number:		

---

For instructions on identifying patient, see the Patient ID section of this manual.

---

*Continued on next page*

## Send Correspondence, continued

**Select Option**

After identifying a patient, you will see the following menu.

---

CMSNET	CORRESPONDENCE	CMSCO-5
Pt Nm: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX CCS#: 9999999 CIN: 9999999X 9 Gender: X DOB: 99/99/9999 Lgl Co: XXXXXXXXXXXX REG=XXXXXXXXX MED=X F/R=X		
<div style="text-align: center;">                     (?) Send Letter                      ( ) Print Letter                      ( ) Edit Letter                      ( ) Cancel Letter                      ( ) Quit                 </div>		

---

Step	Action
1	Select "Send Letter" and press <Enter>.

---

**Select Letter**

After pressing <Enter>, the Send Correspondence Screen, CMSCO-10 appears:

---

*Continued on next page*  
**Send Correspondence, continued**

---

## CMS Net User Guide and Reference

CMSNET SEND CORRESPONDENCE CMSCO-10  
 -----  
 Pt Nm: [REDACTED] CCS#: 9999999 CIN: 99999999X 9  
 Gender: X DOB: 99/99/9999 Lgl Co: [REDACTED] REG=[REDACTED] MED=X F/R=X  
 -----  
 Letter: [REDACTED]  
 Effective Date: 99/99/9999  
 Citation: [REDACTED]  
 Address To: [REDACTED]  
 LEA Attn: [REDACTED]  
 Free Text: [REDACTED]  
 Number of additional copies: 9 Number of Spanish copies: 9  
 Comments: [REDACTED]

## Send Correspondence Field Descriptions

The following table describes data entry fields on the Send Correspondence screen.

*Continued on next page*

## Send Correspondence, continued

Element Name	Description/Comments
(header)	Standard patient's header information

Element Name	Description/Comments
Letter	<p><b>Required</b> Choose from the Pick List and Press &lt;Enter&gt;.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• C-17A (PROVIDER RELEASE OF INFORMATION FORM)</li> <li>• C-17AI (RELEASE OF INFO – IND CO FORM)</li> <li>• CO-FREE1 (FREE TEXT LTR FM CO TO VENDOR)</li> <li>• CO-FREE2 (FREE TEXT LTR FM CO TO FAMILY)</li> <li>• DHS 4027 (CCS CONSENT FOR MTP SERVICES)</li> <li>• HF STATEMENT (HEALTHY FAMILIES STATEMENT OF ANNUAL INCOME)</li> <li>• LEA-1 (INC REF FORM FROM LEA/SELPA)</li> <li>• LEA-2 (LEA NOTIFICATION OF MED THERAPY PGM STATUS)</li> <li>• LEA-3 (LEA NOTIFICATION OF DELAY IN MEDICAL SERVICES)</li> <li>• LEA-4 (MEDICAL ELIG ASSESSMENT PLAN)</li> <li>• LEA-5 (UNDETERMINED STATUS NOTIFICATION)</li> <li>• LEA-6 (MEDICAL ELIGIBILITY NOTIFICATION)</li> <li>• LEA-7 (MED THERAPY CONF APPT NOTICE)</li> <li>• MC 2134 (CCS VENDOR CLOSURE LETTER 1/96)</li> <li>• MC 2600 (CCS HEALTH INSURANCE INFORMATION FORM)</li> <li>• NOA (NOTICE OF ACTION)</li> <li>• NOA-DEP CO (NOTICE OF ACTION – DEPENDENT COUNTY)</li> <li>• NPP (NOTICE OF PRIVACY PRACTICES (NPP) – HIPAA)</li> <li>• PSA (PROGRAM SERVICES AGREEMENT)</li> <li>• RO-FREE1 (FREE TEXT LTR FM RO TO VENDOR)</li> <li>• RO-FREE2 (FREE TEXT LTR FM RO TO FAMILY)</li> </ul>
Effective Date	<p><b>Required</b> if Letter is:</p> <ul style="list-style-type: none"> <li>• NOA or</li> <li>• NOA-DEP CO</li> </ul>

Element Name	Description/Comments
Citation	<p><b>Required</b> if Letter is:</p> <ul style="list-style-type: none"> <li>• NOA or</li> <li>• NOA-DEP CO</li> </ul> <p>Choose from the Pick List and Press &lt;Enter&gt;.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• AGE1 (DENY APP - OVER 21)</li> <li>• FIN2.2 (INCOME MORE THAN \$40K-POCKET NOT OVER)</li> <li>• FIN3 (FAILED TO USE HEALTH INS COVG)</li> <li>• FIN4 (FAILED TO PAY ENROLL FEE)</li> <li>• FIN5 (HMO-NOT ELIGIBLE)</li> <li>• FIN6 (PROGRAM ELIG PROCESS INCOMPLETE)</li> <li>• MED1 (MED ELIG DENIAL)</li> <li>• MED2 (MED ELIG DENIAL – MTU)</li> <li>• MISC1 (CONDITION DIAGNOSED AFTER ADOPTION)</li> <li>• MISC2 (FAMILY DOESN'T WANT CCS)</li> <li>• MISC3 (NO ACTIVITY/SERVICES)</li> <li>• NSC (NON-STANDARD CITATION (BLANK))</li> <li>• RS1 (DENY REQUEST - NOT MEDICALLY NECESSARY)</li> <li>• RS2 (DENY REQUEST - NON-APPROVED PHYS)</li> <li>• RS3 (DENY REQUEST - NON-APPROVED PROVIDER)</li> <li>• RS4 (DENY REQUEST - NON-APPROVED HOSP)</li> <li>• RS5 (DENY REQUEST - SERVICE PRIOR TO REQUEST)</li> <li>• RS6 (DENY REQUEST - HMO BENEFIT)</li> </ul>
Address To	<p><b>Required</b></p> <p>Based on letter selection defaults to:</p> <ul style="list-style-type: none"> <li>• Primary Addressee from the Patient Registration Face Sheet –or</li> <li>• Vendor from Vendor Registration –or</li> <li>• User entered</li> </ul>



Element Name	Description/Comments
LEA Attn	<b>Optional</b> Valid only for LEA1 – LEA7 Enter the name of the person you wish to address the letter to.
Free Text	<b>Optional</b> Valid only for: <ul style="list-style-type: none"> <li>• CO-FREE1</li> <li>• CO-FREE2</li> <li>• MC 2134</li> <li>• NOA</li> <li>• NOA-DEP CO</li> <li>• RO-FREE1</li> <li>• RO-FREE2</li> </ul> Enter the free form text you would like to appear in the body of the letter.
Number of additional copies	<b>Optional</b> Enter the number of <u>additional</u> copies you would like to print excluding Carbon Copies. The system will automatically print an additional copy for each Carbon Copy recipient.
Number of Spanish copies	<b>Optional</b> Enter the number of <u>additional</u> Spanish copies you would like to print excluding Carbon Copies. The system will automatically print one Spanish copy for the letter recipient.
Comments	<b>Optional</b> Enter the comments you would like saved with this screen and populated into the Narrative.

---

*Continued on next page*

## **Send Correspondence,** continued

---

**Carbon Copies** After completing the “Send Correspondence” screen the “Carbon Copies” screen is displayed:

CMSNET		CARBON COPY		CMSCO-20	
Pt Nm:	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	CCS#:	9999999	CIN:	99999999X 9
Gender:	X	DOB:	99/99/9999	Lgl Co:	XXXXXXXXXX
		REG=	XXXXXXXXXX	MED=	X
				F/R=	X
Send Carbon Copy To:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX				
Carbon Copy Sent To:	XX				
	XX				
	XX				
	XX				
Send Carbon Copy To:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX				
Carbon Copy Sent To:	XX				
	XX				
	XX				
	XX				
Send Carbon Copy To:	XXXXXXXXXXXXXXXXXXXXXXXXXXXX				
Carbon Copy Sent To:	XX				
	XX				
	XX				
	XX				

**Carbon Copy  
Field  
Descriptions**

The following table describes data entry fields on the Carbon Copy screen.

*Continued on next page*

**Send Correspondence,** continued

Element Name	Description/Comments
(header)	Standard patient's header information

<b>Element Name</b>	<b>Description/Comments</b>
Send Carbon Copy To	<p><b>Optional</b></p> <p>Enter the type of entity/person you would like to send a carbon copy to.</p> <p>Choose from the Pick List and Press &lt;Enter&gt;.</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• COUNTY OFFICE</li> <li>• HEALTHY FAMILIES PLAN</li> <li>• OTHER</li> <li>• PATIENT</li> <li>• REGIONAL OFFICE</li> <li>• VENDOR</li> <li>• MANAGED CARE PLAN (when managed care plan is present on insurance screen)</li> </ul>
Carbon Copy Sent To	<p><b>Required</b> if Send Carbon Copy To is populated.</p> <p>Based on selection in Send Carbon Copy to field, defaults to:</p> <ul style="list-style-type: none"> <li>• County office based on legal county on Patient Registration Face Sheet –or</li> <li>• Patient from Patient Registration Face Sheet –or</li> <li>• Regional Office based on legal county on Patient Registration Face Sheet –or</li> <li>• Managed Care plan from insurance/other coverage, if multiple plans, select from pick-list - or –</li> <li>• Enter a search value to obtain a pick-list for a Healthy Families plan – or -</li> </ul> <p>Enter free text to enter the name and address of the entity/person you would like the carbon copy sent to.</p>

*Continued on next page*

**Send Correspondence,** continued

**Action Menu**

The Send Correspondence Action Menu has five commands:

---

<b>Command</b>	<b>Action</b>
Save & Print	Save & Print will: Provide you with the option of printing the letter to the screen or to a printer and generate the letter. The Branch Menu is then displayed.
Save	Save will: Save the letter information for printing at a different time. The Branch Menu is then displayed.
Previous Page	Previous Page will: Return you to the Send Correspondence page.
Cancel -	Cancel will: Return you to the Patient Identification screen for Correspondence, any information entered will not be saved.
Quit -	Quit will: Remove the action menu and you will remain on the Carbon Copy screen.

---

<b>Step</b>	<b>Action</b>
1	Enter the appropriate option.
2	Press <Enter>.

*Continued on next page*

**Branch Menu**

The system shall send the user to the Correspondence Branch Menu under the following conditions:

- Save & Print is selected
- Save is selected

(?) Narrative for Correspondence
( ) View/Print Narrative
( ) Mail Message for Correspondence
( ) Event Tracking Menu

---

*Continued on next page*

**NOTES**

---

*This page intentionally left blank for User notes.*